DEPARTMENT OF THE ARMY

Casualty and Mortuary Affairs Operations Center (CMAOC) Training

Taking Care of Families: Casualty Notification & Assistance

Casualty Assistance Officer Module

February 2010

Introduction

A Nation reveals itself not only by the citizens it produces, but also by the citizens it honors, the citizens it remembers.

John F. Kennedy
35th President of the
United States of America

Terms

PADD Person Authorized to Direct Disposition

CAO Casualty Assistance Officer

PNOK Primary Next of Kin

SNOK Secondary Next of Kin

DG Death Gratuity

SGLI Servicemembers' Group Life Insurance

TSGLI Traumatic Servicemembers' Group Life Insurance

PERE Person Eligible to Receive Effects

SCMO Summary Court Martial Officer

ALTFCM Army Long Term Family Case Manager

SOS Survivor Outreach Services

Course Objectives

- Identify the roles and responsibilities of the Casualty Assistance Officer (CAO)
- Conduct initial research related to the case
- Conduct regular meetings with the Next of Kin (NOK) and assist in applying for applicable benefits and entitlements
- Assist the Person Authorized to Direct Disposition (PADD) with funeral planning
- Assist with Military Funeral Honors (MFH) and ensure quality

Course Objectives

- Deliver Personal Effects (PE) to the Person Eligible to Receive Effects (PERE)
- Assist in the coordination of the Fatal Training and Operational Accident brief
- Provide appropriate information as required to the CAC throughout duties
- Use available self-care resources

Participants must complete a knowledge test at the end of the course with a 70% or greater success rate

CAO Qualifications

- Mature Soldier with 6 or more years of service
- Officer (CPT or above), Warrant Officer (CW2 or above) or Noncommissioned Officer (SFC or above)
- Equal or higher in grade to the casualty and/or NOK (If military)
- Released from conflicting duties and/or requirements
- Trained and certified in the responsibilities of a CAO

CAO Qualifications

★ CAOs *cannot be*:

- Scheduled for deployment within six months of assignment
- Scheduled for reassignment or REFRAD within six months of assignment
- Commander of the deceased Soldier
- A close personal friend or relative of the Soldier and/or the Family

Who is Entitled to Have a CAO?

- Eligible Family members of the following deceased individuals:
  - Active duty military, mobilized Army National Guard or Army Reserve
  - Reserve or National Guard Soldiers en route to, from, or participating in an authorized training activity
  - Army retirees
  - Soldiers separated from the Army within 120 days
  - Civilian employees of the Army outside the U.S. or on travel within the U.S.

Primary Next of Kin (PNOK)

- The person most closely related to the casualty
- The Army uses the DD Form 93 to determine the PNOK
  - Spouse, even if a minor
  - Natural, adopted, and illegitimate children
  - Eldest Parent, or parent with custody of Soldier
  - Persons standing in *loco parentis*
  - Persons granted legal custody of the Soldier
  - Brothers or sisters
  - Grandparents
  - Other relatives in order of relationship
  - The Secretary of the Army

Casualty Assistance Officers

- Multiple CAOs may be assigned to the c
- CAO duties may take many forms to assist with the following:
  - PNOK
  - SNOK
  - PADD
  - Support
- CAOs assigned to a case must work closely with one another

Phases of CAO Duty

- The duties of a Casualty Assistance Officer falls into three phases:

PHASE I Assignment of CAO through end of first visit

PHASE II Subsequent visits through Funeral and/or Interment Service

PHASE III Post Funeral Assistance

Phase I: Preparing for and Reporting to CAO Duty

- When you are added to the duty roster, it is important that you do the following in preparation:
  - Review CMAOC website for updates and policy changes
  - Review relevant regulations:
    - Army Regulation 600–8–1 (Army Casualty Program), dated 30 April 2007
    - Army Regulation & DA Pamphlet 638-2 (Care and Disposition of Remains and Disposition of Personal Effects), dated 22 December 2000
  - Review CAO Web training & Grief and Bereavement module
- Be prepared to arrive at the requested time to the CAC or designated location after receiving the call

Phase I: CAO Resources

- CMAOC
  - Casualty and Mortuary Affairs Branch (CMAB)
    - Assigns Case Manager to all cases
      - CAO will have daily contact with the Case Manager to exchange information
  - Army Long Term Family Case Management Branch
- Casualty Assistance Center (CAC)
  - Benefits Coordinator assigned to each CAC
  - Coaches you through every step of the process
  - Provides CAO packet
- Army Casualty Notification and Assistance Guide

Phase I: CAO Packet

- The CAC will provide you a packet of additional forms you must maintain, including:
  - Casualty Assistance Referral Card
    - CMAOC Casualty Operations 24-hour hotline
    - Army Long Term Family Case Management contact information
  - DA Form 1594 (Daily Staff Journal or Duty Officer's Log)
  - CAO Report

Phase I: Case Specific Research

- Review casualty report with CAC
- Speak to the chaplain and CNO to receive Family information and state of mind at the time of notification
- The CAC will identify the following individuals authorized to receive assistance:
  - PNOK, SNOK
  - Death Gratuity (DG) recipient(s)
  - Servicemember's Group Life Insurance (SGLI) beneficiary
  - The Person Authorized to Direct Disposition (PADD) of Remains
- Coordinate with the CAC to schedule a PAO briefing, if applicable

Phase I: Case Specific Research

- ★ Dynamics of apparent self-inflicted death cases
- ★ Circumstances surrounding the death
  - Fact vs. speculation
  - Disregard personal feelings
- ★ Notification team debrief
  - Family reactions
  - Family dynamics

Phase I: Possible Ongoing Investigations

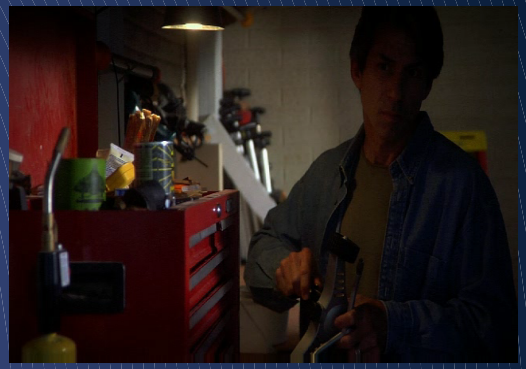
- CAC will brief you on ongoing or possible future investigations
- Death occurs within military jurisdiction
  - Criminal Investigation Command (CID
  - Safety Investigation
  - AR 15-6
  - Line of Duty Investigation
  - Autopsy
  - DOD Suicide Event Report (DODSER)
- Death occurs outside of military jurisdiction
  - Local authorities
  - FBI

Phase I: Preparation for Initial Phone Call

- Contact the NOK within 4 hours (between 0600 and 2200) after notification
  - Express condolences
  - Schedule the initial visit
  - If notification takes place close to 2200, telephone contact will be made the next morning
- Write down or rehearse your phone call in order to better prepare yourself

Phase I: Initial Phone Call

- Identify yourself and confirm that you are speaking to the correct person
- Express condolences and explain that you will be assisting them
- Refer to the Soldier either by name or
  as “your spouse,” “your son,” “your daughter,” etc.
- Don’t use terms like “remains,” body,”
  or “deceased.”
- Confirm the address and arrange a time for the first visit
- Ask if there are any immediate concerns



Phase I: Family Dynamics

- Every Family has different dynamics
- Don’t become involved in Family relationships or conflicts
- Don’t assume a particular NOK is a beneficiary or plays a certain role
- Contact your CAC to resolve any issues that arise concerning eligibility for benefit or entitlement

Phase I: Encountering the Media

- Be aware that you may encounter the media, especially on the first Family visit
  - Protection of the Family's privacy is your primary concern
- To help the Family manage the media, contact your local public affairs office or Human Resources Command Public Affairs Office (HRC/PAO) to schedule assistance
  - Local PAO
  - HRC Public Affairs Office

Phase I: The First Visit – Dignified Transfer

- Arrive in your ACU (Army Combat Uniform), if directed by CAC
- Confirm you have the right NOK and offer condolences
- Ensure you have appropriate documents needed for travel
  - Review your Dover travel packet
  - Orders, if applicable
  - Point of contact at Dover
- Ensure Family members are ready to travel
  - Mentally
  - Physically
  - Ensure special needs of Family are met (i.e. car seats, wheel chairs)

Phase I: The First Visit

- Arrive in your Class A or Army Service Uniform (ASU)
- Confirm you are speaking to the correct person
  - Introduce yourself and express condolences
- If others are present, ask the person you are assisting if they would like to speak in private
- Present the completed Casualty Assistance Referral Card to the person you are assisting
- Never make promises you can't keep, or answer questions for which you are not 100% sure of the correct answer
- Never speculate

Phase I: The First Visit

- Note all questions and follow-up actions
- Confirm 45-day address
- Confirm all NOK located at the residence are accounted for on the DD Form 93
- Be prepared to discuss the following (if applicable):
  - Dignified Transfer of Remains
  - Death Gratuity
  - Posthumous Citizenship
  - Authorization for Disclosure of Information
  - Status of Remains

Phase I: Death Gratuity (DG)

- $100,000 tax-free gratuity paid to the eligible survivors of:
  - Deceased active duty Soldiers
  - Soldiers who die within 120 days of separation or retirement from active duty if the death is a result of a service connected injury or illness
- Soldiers may designate up to ten persons to receive DG in 10% increments

Phase I: Death Gratuity

- If no designation is made, order of precedence for payment is to the following survivors:
  - Lawful Spouse
  - Children in equal shares
  - Parents
  - Appointed executor or administrator of the Soldier's estate
  - Other NOK under civil law
- Army notifies spouse in writing when not in receipt of 100% of Death Gratuity at the time the election is made

Phase I: Death Gratuity Payment

- When designated beneficiary is spouse or parents, DG is normally paid within 72 hours of notification
- Three methods of payment
  - Check for full amount
  - Electronic Funds Transfer (EFT)
  - Combination of check and EFT
- EFT election requires the Direct Deposit Sign-Up Form (SF 1199A)
- The Claim Certification and Voucher for Death Gratuity Payment (DD Form 397) must be completed
- If beneficiary declines payment, alert the CAC as soon as possible

Phase I: Posthumous Citizenship

- CMAOC Case Manager will brief you on eligibility
- Work directly with Case Manager and US Citizenship & Immigration Services (USCIS) to process
- Monetary benefits are not affected by citizenship status
- Presentations are normally made during the interment service

Phase I: Disclosure of Personal Information

- DA Form 4475 (Data Required by the Privacy Act of 1974 Personal Information from the NOK of a Deceased Service Member)
- Authorization for Disclosure of Information – Third Parties and Authorization for Disclosure of Information – Members of Congress
- Briefed to NOK on first visit
- Applicable to survivors of all active duty deaths

Phase I: Status of Remains

- Be aware that the NOK you are assisting may not be authorized to make decisions on transfer of remains
- Current Death
  - Determine status and location of remains
  - Two Disposition Options
    - Army arranged
    - Family arranged
- Contingency Death
  - Provide updated status of remains to NOK
  - Ensure NOK does not confirm funeral dates until positive identification (PID) is completed

Phase I: Person Authorized to Direct Disposition (PADD)

- PADD is the person authorized to make funeral/memorial arrangements
- Designated by the Soldier on the DD Form 93
  - Surviving spouse
  - Blood relative of legal age
  - Adoptive relatives
- CAC will confirm

Phase I: Conclusion of First Visit

- Contact the CAC after you have left the residence and provide confirmed information
- Relay any questions or concerns the Family expressed
- Note on your Daily Staff Journal or Duty Officer's Log (DA Form 1594) the assistance provided and any action items
- Log appropriate entries on the CAO Report

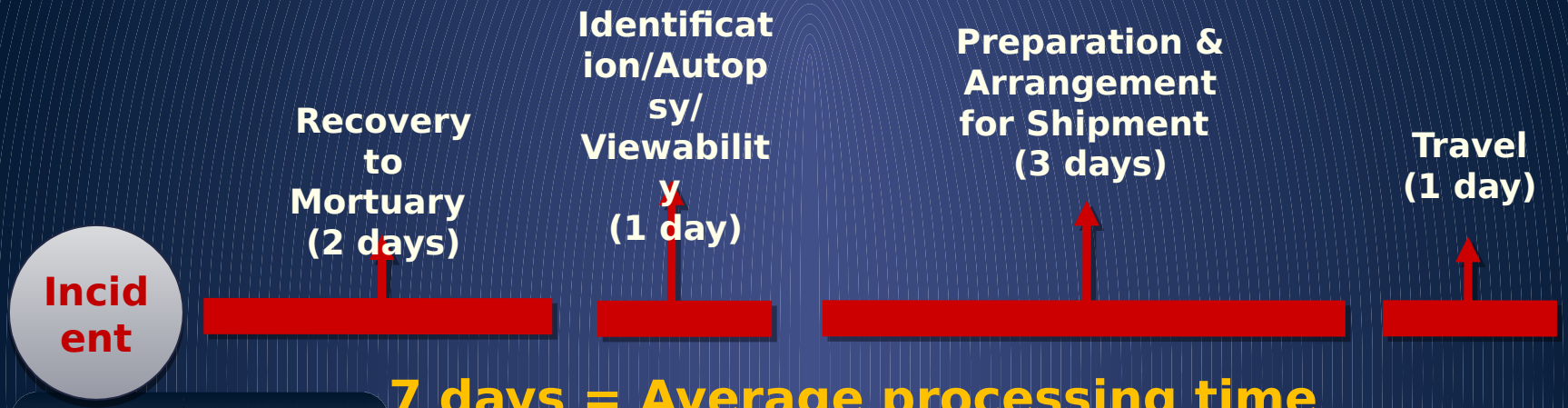
Phase II: Subsequent Visits

- Uniform prescribed by the CAC
- Schedule follow-up visits ahead of time with the NOK
- Create a “To-Do” list to keep track of items you and the NOK need to accomplish
- Be flexible and never push the NOK to discuss something he/she is not ready to handle
- Keep CAC and CMAOC Case Manager abreast of your actions
- Provide update on any ongoing investigations

Phase II: The Days Ahead Binder

- Sent directly to the CAO from CMAOC
- Organized into several key sections with pockets and folders for storage
- Remains a ready reference for the NOK, once the CAO has been officially released
- Contains publications for survivors:
  - *A Survivor's Guide to Benefits*
  - *Guide for Surviving Family Members*

Phase II: Processing of Remains (From Theater)


Incident
Recovery to Mortuary (2 days)
Identification/Autopsy/ Viewability (1 day)
Preparation & Arrangement for Shipment (3 days)
Travel (1 day)

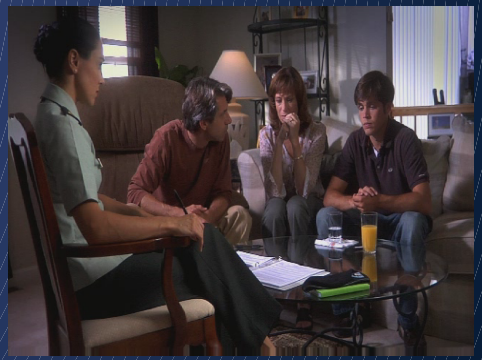
- Recovery from incident site to Theater evacuation point
- Theater requests transportation
- Transport to Mortuary via strategic airlift

7 days = Average processing time

All times are averages. Some procedures may take longer than others

Phase II: Identification and Viewability of Remains

- CAC and/or CMAOC will provide you with information on how, when, and who positively identified
- Three methods of identification
  - Fingerprint
  - Dental
  - DNA
- Viewability categories
  - Viewable
  - Viewable for purposes of identification (i.e., recognition)
  - Non-viewable



Phase II: Non-Viewable Remains

Casketed Full Body Wrap

Head Wrap

Full Body Wrap

Phase II: Disassociated Remains

- Your CMAOC Case Manager will brief you if applicable to your case
- CAO will brief the NOK
- If applicable, CJMAB Form 1 and CJMAB Form 3 will need to be completed prior to making interment arrangements

Phase II: CJMAB Form 1

"Disposition of Remains Election Statement Initial Notification of Identified Partial Remains"

- Identify PADD wishes with regards to disassociated remains
  - Section I (Currently Recovered Remains)
    - Receive incomplete remains currently identified
    - Hold incomplete remains until all available remains have been identified
  - Section II (Event of Future Identification)
    - Provide PADD choice once additional remains are identified
    - Do not notify PADD; Service directs disposition
  - Section III (Future Group Designation)
    - Provide PADD information on any ceremonies
    - Do not notify PADD reference group ceremony

Phase II: CJMAB Form 3

"Disposition of Remains Election Statement Notification of Subsequently Identified Partial Remains"

- Five disposition options:
  - Transfer for interment in a suitable burial container above the original casket (provide address)
  - Transfer to funeral home for subsequent cremation
  - Cremated, placed in appropriate urn and delivered to PADD
  - Disposition of remains completed by Service Mortuary Office
  - Armed Forces Medical Examiner use for teaching and research

Phase II: CJMAB Form 3

“Disposition of Remains Election Statement Notification of Subsequently Identified Partial Remains”

- Additional partial remains identified at a later date
  - Notify PADD and give opportunity to direct disposition of individual portions
  - Notify PADD if additional remains are classified as part of a group
  - Do not notify PADD; Service will direct disposition

Phase II: DA Form 7302

“Disposition of Remains Statement”

- Briefed to PADD after positive identification (PID) of remains
- PADD will complete and sign form; CAO will sign as witness
- During discussion of interment options
  - Let the Family settle any differences
  - Do not show preference by expressing your own opinion

Phase II: DA Form 7302

“Disposition of Remains Statement”

- PADD should speak with funeral director prior to completion
  - Coordinate with funeral director for requirements for local cemetery
  - Coordinate with funeral director for available space in requested cemetery
- Contact CMAOC Case Manager for burial in Arlington National Cemetery (ANC)

Phase II: DA Form 7302

“Disposition of Remains Statement”

- Return form to CAC and CMAOC as soon as completed
- Six Options
  - Option 1 – Civilian Cemetery
  - Option 2 – Government Cemetery
  - Option 3 – Graveside funeral at Government Cemetery
  - Option 4 – Cremation Option
  - Option 5 – Family Option
  - Option 6 – Relinquishment Option

Phase II: CJMAB Form 8

"Disposition of Organs Retained for Extended Examination"

- Completed by the PADD; witnessed by the CAO
- Identifies organs retained by the Armed Forces Medical Examiner (AFME) for extended examination
- Organs may be retained up to six months
- PADD has three options:
  - Not to be notified; AFME will make disposition
  - Notified and given opportunity to direct disposition
  - Authorize organs to be sent to selected funeral home

Phase II: CJMAB Form 4

"Election for Air Transport of Remains from a Theater of Combat Operations"

- Two options
  - Military air transport
  - Commercial air transport
- General Waiver
- Eligibility
  - All service members who die in a Theater of combat operations
  - Remains identified and prepared at Dover Port Mortuary or military medical centers

Phase II: CMAOC Form 5

"Election for Transportation of Remains When Distance is Less Than 300 Miles"

- Applicable to all active duty deaths
- Distance from preparing mortuary/funeral home to the receiving funeral home
  - Less than 150 miles; transportation will be via hearse
  - Between 150-300 miles; PADD may elect hearse or air transport
    - Theater Deaths will require CJMAB Form 4 if air transport is selected
- General Waiver
- Completed by PADD; witnessed by CAO

Phase II: Planeside Honors

- CAO will:
  - Always meet remains at the interment airport in Class A or ASU
  - Coordinate between funeral home, airport and CAC for plane-side honors procedures
  - Conduct two person ID check with escort
  - Communicate with CAC on additional roles and responsibilities
  - Provide feedback on arrival of remains (MILAIR only)

Phase II: Family Funeral Travel

- Must be discussed with PADD, as it may influence the PADD's decision of interment location
- Spouse, children, parents, in-laws, step-parents, siblings and PADD of the Soldier are authorized per diem and round-trip airfare to the interment location
- When no surviving spouse, parents, children, or siblings exist, two close relatives designated by the PADD are authorized to travel
- CAO assists NOK in completing DD Form 1351-2, Travel Voucher or Subvoucher, for reimbursement
- If remains are non-recoverable, travel to memorial is covered
- If authorized person declines, benefit cannot be transferred
- Questions about unit or Family memorials must be discussed with the CAC

Phase II: Accompanying the Family to the Funeral Home

- The CAO will escort the hearse to the receiving funeral home
- CAO and Escort will inspect remains with funeral director first to ensure:
  - Casket is not damaged
  - Remains are prepared correctly
  - Uniform is correct
- The CAO may remain with the Family while they view the remains

Phase II: Preparing for the Funeral

- Confirm with PADD his/her wishes on:
  - Military honors
  - Flag presentation
  - General Officer presence (For Theater cases only)
- Brief General Officer (GO) on:
  - Any special requests from the Family
  - PADD wishes for the flag presentation
  - Procedures for posthumous presentations
  - Family dynamics
- Coordinate with the CAC for the number of flag cases and lapel pins required

Phase II: Interment Flag and Flag Cases

- Eligible recipients
  - PADD
  - Spouse
  - Parents
  - Each child (regardless of age)
- CAC prepares one presentation flag for PADD
  - If PADD is not the spouse, spouse will receive presentation flag
- Additional Flags
  - Provided in vinyl cases
  - Presented at the interment location

Phase II: Military Funeral Honors

- Obtain Military Funeral Honors (MFH) contact info from the CAC
- Coordinate with the MFH Team OIC/NCOIC before the funeral
- Communicate Family's wishes/expectations
- Discuss participation in flag presentation
- Provide feedback to CMAOC and the CAC on the performance of the MFH Team after ceremony

Phase II: The Funeral

- Wear your Class A uniform
- Be prepared to assist in any way you can during the funeral
- CAO duties include:
  - Representing the Secretary of the Army if no General Officer attends
  - Coordinating and monitoring MFH performance
  - Presenting or coordinating flag and flag case presentation

Phase III: Post Funeral Assistance

- CAO should schedule next visit after the funeral
- Subsequent visits will be used to discuss, if applicable:
  - Reimbursement of funeral expenses
  - Benefits and entitlements
  - Return of personal effects
  - Official reports and briefings
- Keep your CAO Report up to date
- CAO duty is not complete until CAO has been released by the CAC

Phase III: CAO Role in the Process

- Schedule appointments with applicable agencies
- Assist NOK to complete forms
- Ensure forms are turned in/mailed after completion
- Accompany NOK to appointments
- Follow up with NOK to ensure benefits have been received

Phase III – Survivor Outreach Services

- Army-wide program to provide support to survivors
- Collaboration of effort
- Standardizes casualty services and policies across the Army
- Assist CAOs in supporting survivors
- Provides for standardized positions within the CAC and Army Community Services (ACS)
  - Support Coordinator
  - Financial Counselor
  - Benefits Coordinator

Phase III – Survivor Outreach Services

- Support Coordinator provides
  - Long term support for survivors
  - Life skills and supportive counseling
- Financial Counselor provides
  - Financial assistance
  - Investment education and estate planning
- Benefits Coordinator provides
  - Expertise on local, state, and Federal benefits
  - Guidance to the Family via the CAO on benefits applications and linkage with benefits providers

Phase III: Funeral/Interment Expenses

- CAO assists PADD in completing DD Form 1375 (Request for Payment of Funeral and/or Interment Expenses)
- Form should be completed as soon as possible after the funeral
- Encourage PADD to have reimbursement paid directly to the funeral home
  - Complete Blocks 18a – 18e

Phase III: CAO Role in Legal Assistance

- Accompany eligible NOK to legal appointment
- Assist NOK in obtaining certified copies of legal documents, where applicable
- Assist NOK in locating civilian resources if nearest military installation is out of commuting distance

Phase III: Survivor Benefits Analysis Report

- MyArmyBenefits is the official Army benefits website serving Family members
- Armed Forces Services Corporation provides a password for the Survivor Benefits Report section of "MyArmyBenefits"
- Benefits analysis report consists of
  - Monthly/Annual Survivor Annuity Benefits
  - DVA Education Benefits
  - Family Information / Service Data used for calculations
  - SBP Calculations

Phase III: Department of Veterans Affairs (DVA)

- Tax free benefits provided:
  - Dependents' Educational Assistance (DEA)
  - Dependency and Indemnity Compensation (DIC)
  - Home Loan Guaranty
  - Educational Program Refund
  - Bereavement Counseling
  - Financial Counseling

Phase III: Dependents' Educational Assistance (DEA)

- Education benefits available to the son, daughter, and spouse of a:
  - Veteran who died or is permanently and totally disabled as a result of a service-connected disability
  - Service member missing in action or captured in the line of duty by a hostile force
- Eligible persons can receive up to 45 months of full-time benefits for
  - College, business, technical or vocational courses, HS diploma or GED, independent study or distance learning courses
  - Correspondence courses (spouses only)
  - Remedial, deficiency, and refresher training

Phase III: Dependency and Indemnity Compensation (DIC)

- Monthly benefit paid to eligible survivors of a:
  - Service member who died on active duty and Line of Duty (LOD) determination was “In the Line of Duty”
  - Veteran whose death resulted from a service-related injury or disease
- Eligible survivors MAY include:
  - Spouse
  - Children
  - Parents

Phase III: Dependency and Indemnity Compensation

CAO Role in DIC

- Set up an appointment and accompany NOK to DVA
- Work closely with DVA regional representatives to expedite process
- Follow-up 30 days after the request for benefit is filed
- Meet with DVA representative prior to appointment with Retirement Services Officer (RSO)

Phase III: Survivor Benefit Plan (SBP)

- Eligible beneficiaries are:
  - Former spouse
  - Spouse
  - Dependent children
  - Person with insurable interest (if no eligible spouse or children)
- Benefit is based on:
  - LOD determination
  - Grade and pay scale at time of death

Phase III: CAO Role in Survivor Benefit Plan

- Provides SBP Beneficiary Worksheet and Counseling Checklist to the RSO prior to NOK appointment
- Accompanies NOK to the RSO appointment
- Do not attempt to influence NOK elections
- After RSO counseling, CAO provides CAC original signed election forms and provides a copy to the NOK

Phase III: RSO Role in Survivor Benefit Plan

- Reviews Beneficiary Worksheet
- Determines the eligible SBP beneficiary category
- Counsels NOK about DIC offset
- Ensures spouse with children completes Spouse Statement
- Makes final calculation and briefs NOK

Phase III: Servicemembers' Group Life Insurance (SGLI)

- Low cost group life insurance for service members
- Coverage in increments of $50,000
- Maximum coverage is $400,000
- CMAOC certifies beneficiaries listed on form SGLV 8286, July 2006
- Child beneficiaries
  - Funds held in interest bearing account i
    designated Guardian of the child's estat

Phase III: Traumatic Servicemembers' Group Life Insurance

- Designed to provide financial assistance to service members during their recovery period from a serious traumatic injury (up to $100,000)
- If a Soldier survives 7 days after incurring a traumatic injury and qualifying loss, the NOK may apply for TSGLI benefits
- CAO Role
  - Assist beneficiary in completing application form
  - Submit claim to appropriate office

Phase III: Thrift Savings Plan (TSP)

- Retirement savings plan administered by Federal Retirement Thrift Investment Board
- Supporting Finance Office determines Soldier's participation
- CAO provides NOK with Form TSP-U-17, Information Relating to Deceased Participant
- Completed form must be submitted with DD Form 1300, Report of Casualty

Phase III: Unpaid Pay & Allowances (UPPA)

- Unpaid leave, unpaid partial month base pay
- Unpaid bonuses (LOD determination must be 'YES')
- Theater (incidentals reimbursement $3.50/day)
- CAO helps complete SF1174, Claim for Unpaid Compensation of Deceased Member of the Uniformed Services
  - CAO files form with CAC; CAC submits to DFAS-Indianapolis

Phase III: Savings Deposit Program (SDP)

- Savings program available to Soldiers serving in designated combat zones
- DFAS – Cleveland will determine if the deceased Soldier had an SDP account
- Up to 10K can be deposited in a single deployment
- Beneficiary designated on the DD Form 93, Block 12a (Unpaid Pay and Allowances)

Phase III: Housing and Transportation

- Housing:
  - 365 days of Basic Allowance for Housing (BAH)
  - If off-base or privatized housing, will be paid in one lump sum to NOK
- Transportation:
  - CAO must contact base transportation office to coordinate, if applicable
  - Authorized one final move; must be completed within 3 years following Soldier’s death

Phase III: TRICARE

TRICARE

- TRICARE Medical
  - Surviving spouse – AD Family member rate for three years
  - After three years, the rate changes to the retiree Family member rate
  - Children – AD Family member rate until age of 21 (23 if full-time student)
- TRICARE Dental
  - Eligible if Family was enrolled at the time of Soldier's death
  - Eligible if Family was never stationed in CONUS
  - Eligible if Family was enrolled in CONUS prior to being stationed overseas
- Enroll at TRICARE office
  - Located at most military hospitals

Phase III: Social Security

Social Security Benefits

- One-time death benefit of $255
- Social Security benefits are payable to:
  - A surviving spouse caring for the Soldier's dependent children who are under the age of 16
  - A surviving spouse aged 62 or older
  - Eligible minor children age 18 and under (19 if attending secondary school)
- Remarriage of spouse prior to age 60 causes loss of entitlement unless marriage ends in death, divorce or annulment

Phase III: Social Security

CAO Role in Social Security Benefits

- CAO needs to contact the Social Security Immediate Claim Processing Unit (ICPU) in Philadelphia, PA
  - CMAOC provides Report of Casualty (DD Form 1300) directly to Social Security Administration
- Social Security benefits will be processed within an average of 48 to 72 hours
  - Supporting documentation required within 60 days
    - Marriage, Death, and Birth Certificates

Phase III: Identification Card

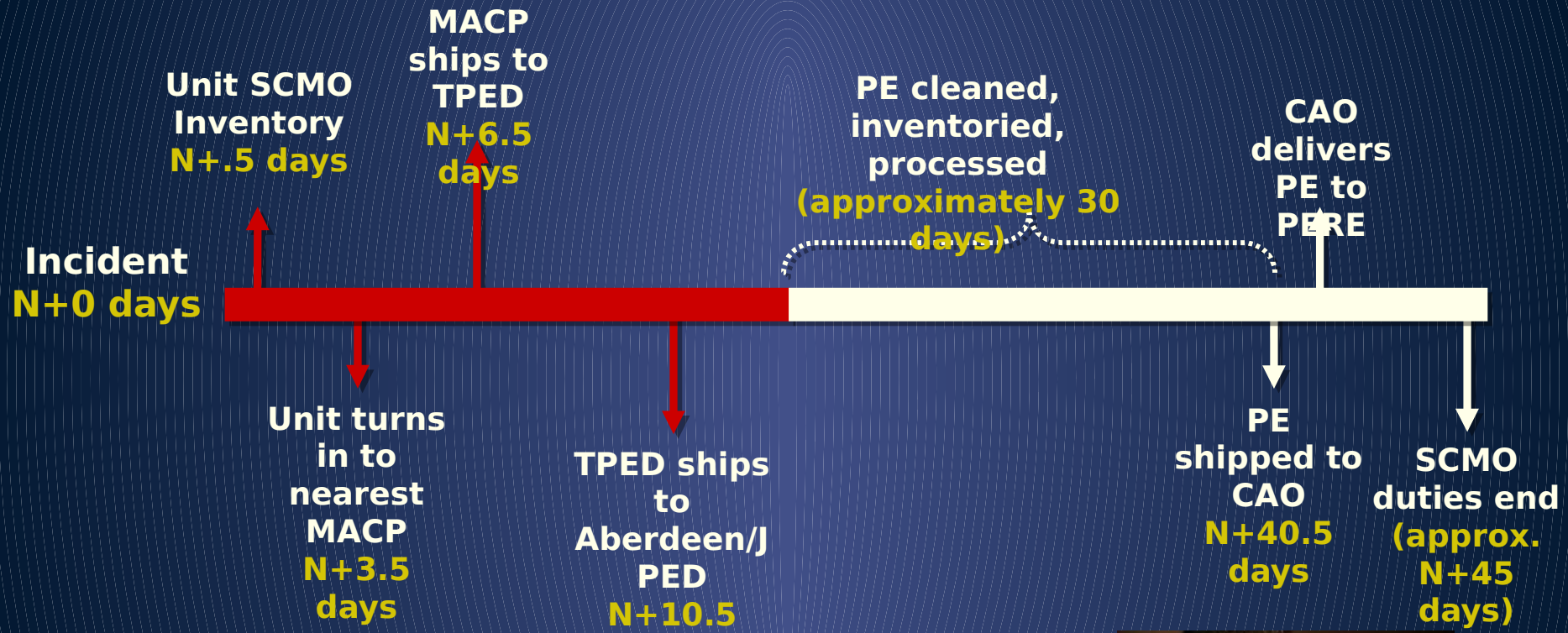
CAO's role in obtaining new ID card

- Makes appointment and accompanies NOK to ID Card facility closest to survivor
  - Find DEERS office locations online at www.dmdc.osd.mil/rsl/owa/home
  - New ID card issued for non-remarried widow/widower (DB)
- DB status automatically provides survivors TRICARE benefits

Phase III: Person Eligible to Receive Personal Effects (PERE)

- PERE is determined by home station SCMO
- PERE is not necessarily the PADD
- Order of precedence for PERE is as follows:
  - Executor of deceased Soldier's estate
  - Spouse
  - Child
  - A parent
  - Sibling
  - Other blood relative
  - A person standing *in loco parentis*
  - A person named as a beneficiary in the will
- CMAOC resolves any questions regarding PERE designation

Phase III: Personal Effects Sequence of Events


Unit SCMO Inventory N+.5 days
MACP ships to TPED N+6.5 days
PE cleaned, inventoried, processed (approximately 30 days)
CAO delivers PE to PERE
Incident N+0 days
Unit turns in to nearest MACP N+3.5 days
TPED ships to Aberdeen/JPED N+10.5 days
PE shipped to CAO N+40.5 days
SCMO duties end (approx. N+45 days)
N= Time of Incident
Theater (10.5 Days)
CONUS (34.5 Days)

Phase III: Joint Personal Effects Depot (JPED)

- Central CONUS Facility for:
  - Processing & Cataloging Personal Effects
  - Transferring Custody to PERE via local CAO (Theater cases only)
- JPED contains Summary Court Martial Officers from all Services
  - Empowered to make decisions on items to be destroyed
  - Ensures standardization of personal eff
- PERE must indicate if they want PE
  washed before it is returned

Phase III: Heirloom Chest

- CAC or JPED will contact the CAO in regards to delivery of the chest
- CAO will:
  - Inspect the chest for damage; if damaged, contact CMAOC Case Manager
  - Coordinate with the PERE for delivery
  - Have PERE sign for the delivery of Heirloom Chest (DA Form 1076)

Phase III: Fatal Incident Family Brief Program

Fatal Accident Family Brief

- Mandatory in-person presentation of the findings of an AR 15-6 investigation to PNOK
  - PNOK can decline to receive the presentation
- PNOK decides which family members to invite to the briefing
  - Parents, when SNOK, will be offered a copy of the investigation
- Briefing Team presents results with care and compassion and is comprised of the following members
  - Colonel-level presenter (normally the Brigade Commander)
  - CMAOC representative
  - Casualty Assistance Officer
  - Chaplain

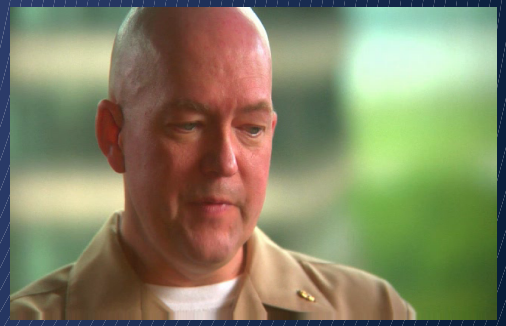
Phase III: Fatal Incident Family Brief Program

Suicide Incident Family Brief

- In-person presentation of the findings of a 15-6 investigation to PNOK
- Same basic format as the Fatal Accident Family Briefs
- Demonstrates the Army's care and concern for the Soldier and Family
- Ensures Family receives full accounting of circumstances
- No CMAOC representative required to attend
- Behavior health professional included,
- If possible, schedule Suicide Incident Family Brief to coincide with final CID out brief

Phase III: Closing Out the Case

- Assist NOK with requesting official reports
  - Line of Duty Investigations
  - Autopsy Reports
  - CID Reports
  - Safety Reports
- Submit interim CAO Reports to CMAOC in 30-day intervals from the initiation of CAO duty until released by CAC
  - Report should be sent to peddopn@conus.army.mil
- Final CAO Report
  - Must be signed by CAO and Family member
  - Submitted by CAO to CAC for approval



Phase III: CAO Self Care

- Available Resources:
  - Local Chaplain
  - Military OneSource
    - Call toll-free: (800) 342-9647
  - Local installation resources
  - Your CAC leadership
- Do not neglect yourself and your Family
  - Keep your spouse and chain of command informed of your duties and who may be contacting you

Summary/Review

Preparing for CAO Duty

Phase I

Research, verification of information, Death Gratuity, and the first visit

Phase II

Subsequent visits, return of remains, funeral planning, and assisting during the funeral

Phase III

Assist the Family in applying for benefits, return of personal effects, heirloom chest, request for official reports, and fatal training accident and/or incident brief